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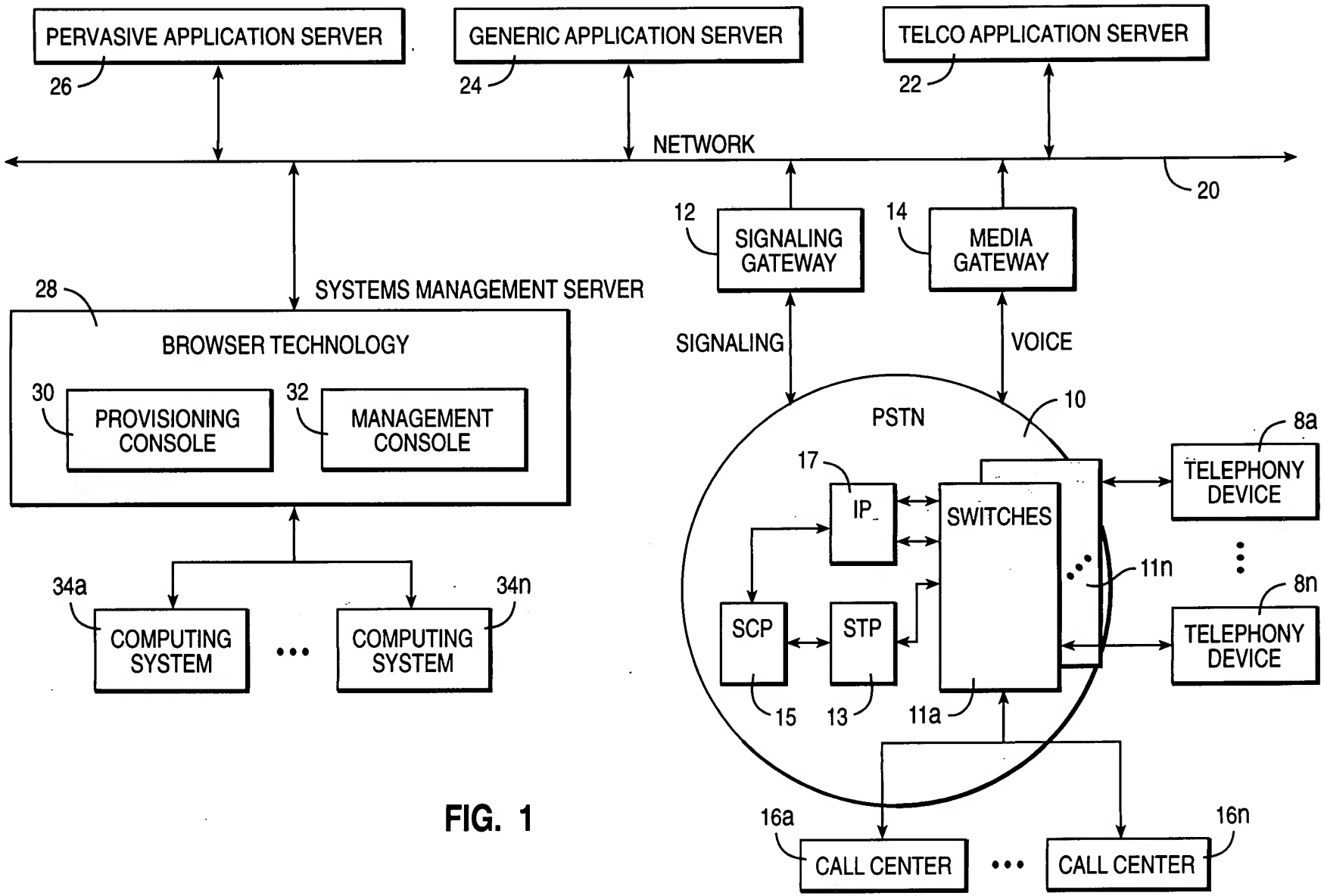



FIG. 1

1/9
CSB AUS920010826US1

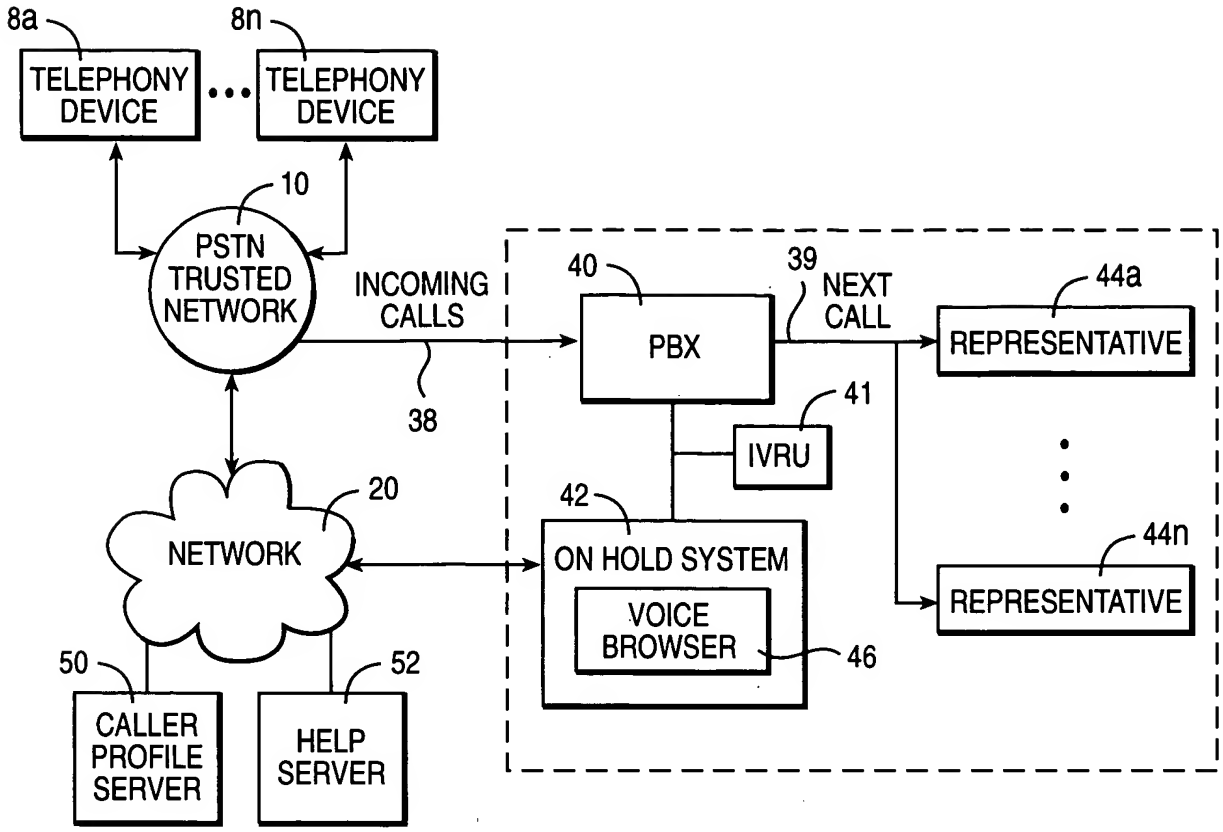

8a
8n
TELEPHONY DEVICE
TELEPHONY DEVICE
10
PSTN TRUSTED NETWORK
INCOMING CALLS
38
40
PBX
39
NEXT CALL
44a
REPRESENTATIVE
41
IVRU
20
NETWORK
42
ON HOLD SYSTEM
VOICE BROWSER
46
44n
REPRESENTATIVE
50
CALLER PROFILE SERVER
52
HELP SERVER

FIG. 2

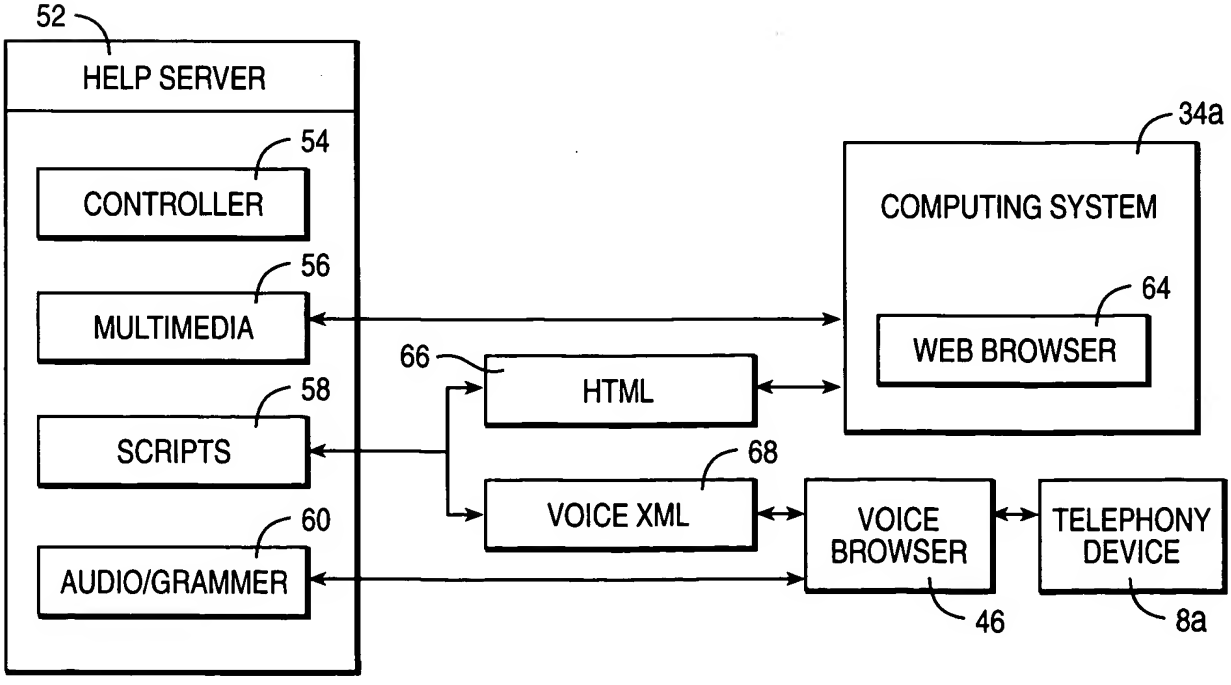

52
HELP SERVER
54
CONTROLLER
56
MULTIMEDIA
58
SCRIPTS
60
AUDIO/GRAMMER
34a
COMPUTING SYSTEM
64
WEB BROWSER
66
HTML
68
VOICE XML
VOICE BROWSER
46
TELEPHONY DEVICE
8a

FIG. 3

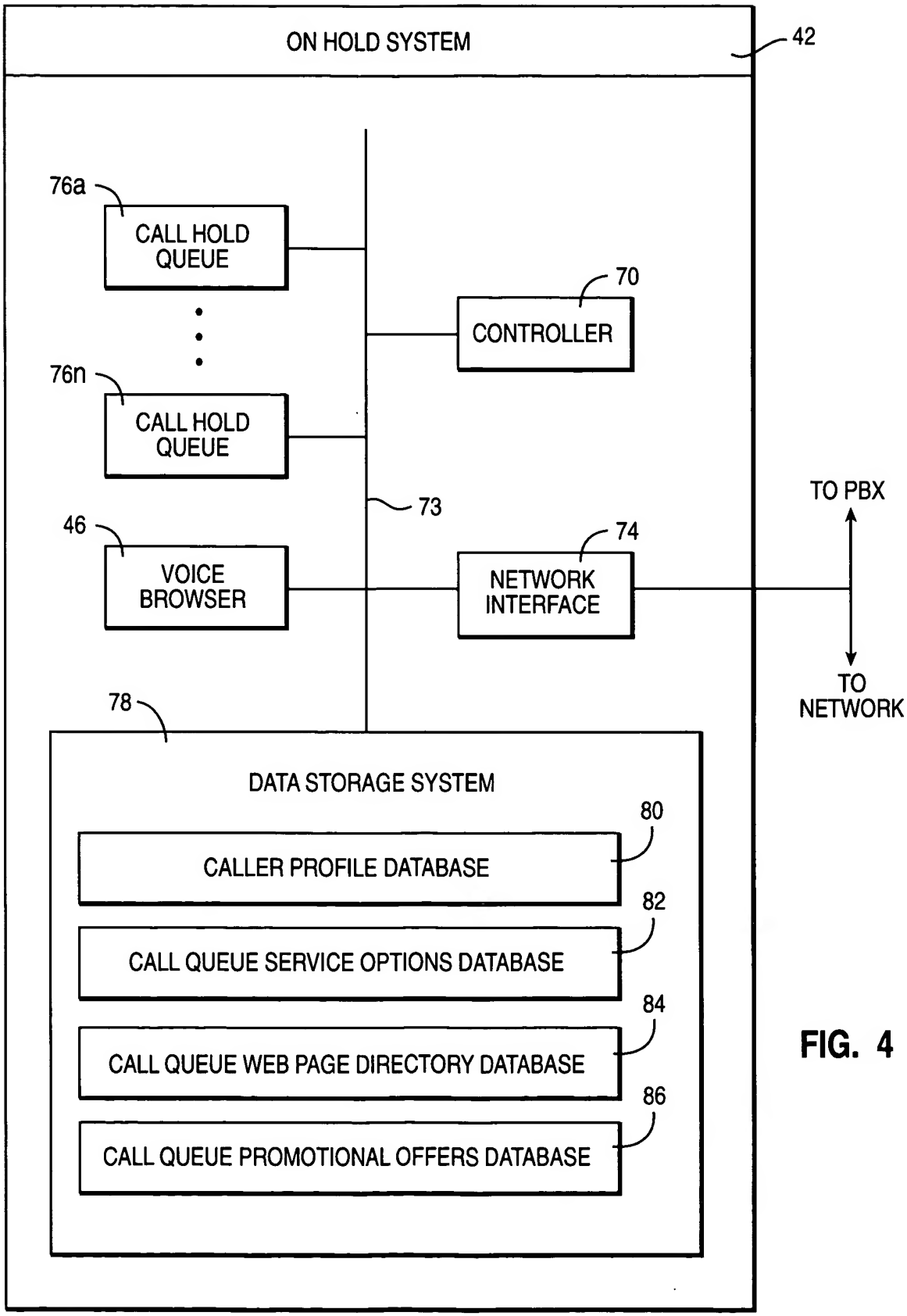

ON HOLD SYSTEM
42
76a
CALL HOLD QUEUE
70
CONTROLLER
76n
CALL HOLD QUEUE
73
TO PBX
46
VOICE BROWSER
74
NETWORK INTERFACE
TO NETWORK
78
DATA STORAGE SYSTEM
80
CALLER PROFILE DATABASE
82
CALL QUEUE SERVICE OPTIONS DATABASE
84
CALL QUEUE WEB PAGE DIRECTORY DATABASE
86
CALL QUEUE PROMOTIONAL OFFERS DATABASE

FIG. 4

**CALLER PROFILE** 90

**VID - JANE SMITH 500-00-000**

MUSIC PREFERENCE : CLASSICAL, LIGHT ROCK
NEWS PREFERENCE : HEADLINE NEWS
AGE : 30
SEX : F
EDUCATION : COLLEGE
OCCUPATION : ADVERTISING
SPECIAL NEED : NONE
GEOGRAPHICAL REGION : 12
PRODUCTS:
    COMPUTER A; APPLIANCE B; CABLE SERVICE C
MONTHLY WAIT HISTORY :
    30 MINS CLASSICAL MUSIC, SONGS A-G
    20 MINS HEADLINE NEWS, CNN
    40 MINS TRIVIA GAME, QUESTIONS 1-40 FROM GAMES R US
    50 MINS SURVEY, POLITICAL VIEWS ON SPORTS
    5 MINS LIGHT ROCK MUSIC
    10 MINS SPORTS NEWS
CURRENT WAIT HISTORY
    20 MINS QUEUE 1 -> TRANSFER TO QUEUE 3 - QUEUE 1 WRONG
    2 MINS QUEUE 3 CURRENTLY ON HOLD
MONTHLY TIME WITH REPRESENTATIVE
    AVERAGE TIME : 10 MINUTES
    LONGEST TIME: 30 MINUTES
    SHORTEST TIME: 2 MINUTES
ON HOLD POINTS = 20
MEMBERSHIP POINTS
    COMPANY A - 200
    COMPANY B - 300
    COMPANY C - 100

FIG. 5

91

**CALL QUEUE WEB PAGE DIRECTORY DATABASE**

```
HELP      MODEM
              TYPE A
                    FAQ                    -> MODEM/TYPE A/FAQ
                    PROBLEM SOLVING
                          LIGHT            -> MODEM/TYPE A/PROBSOLVE/LIGHT
                          INITIALIZING     -> MODEM/TYPE A/PROBSOLVE/INITIALIZE
                          CONNECTION       -> MODEM/TYPE A/PROBSOLVE/CONNECT
              TYPE B
                    •
                    •
                    •

AB        NEW PRODUCT A
              GEOGRAPHICAL REGION 1    -> PRODUCTA/REGION1
              GEOGRAPHICAL REGION 10   -> PRODUCTA/REGION10
                    •
                    •
                    •

EXT       ACCESSORY A - ACCESSORY TO PRODUCT C        VENDOR 0010
VENDOR
AB            FEMALE       -> VENDOR 0010/ACCESSORY A/0N HOLD/FEMALE
              MAIL         -> VENDOR 0010/ACCESSORY A/0N HOLD/FEMALE
```

FIG. 6

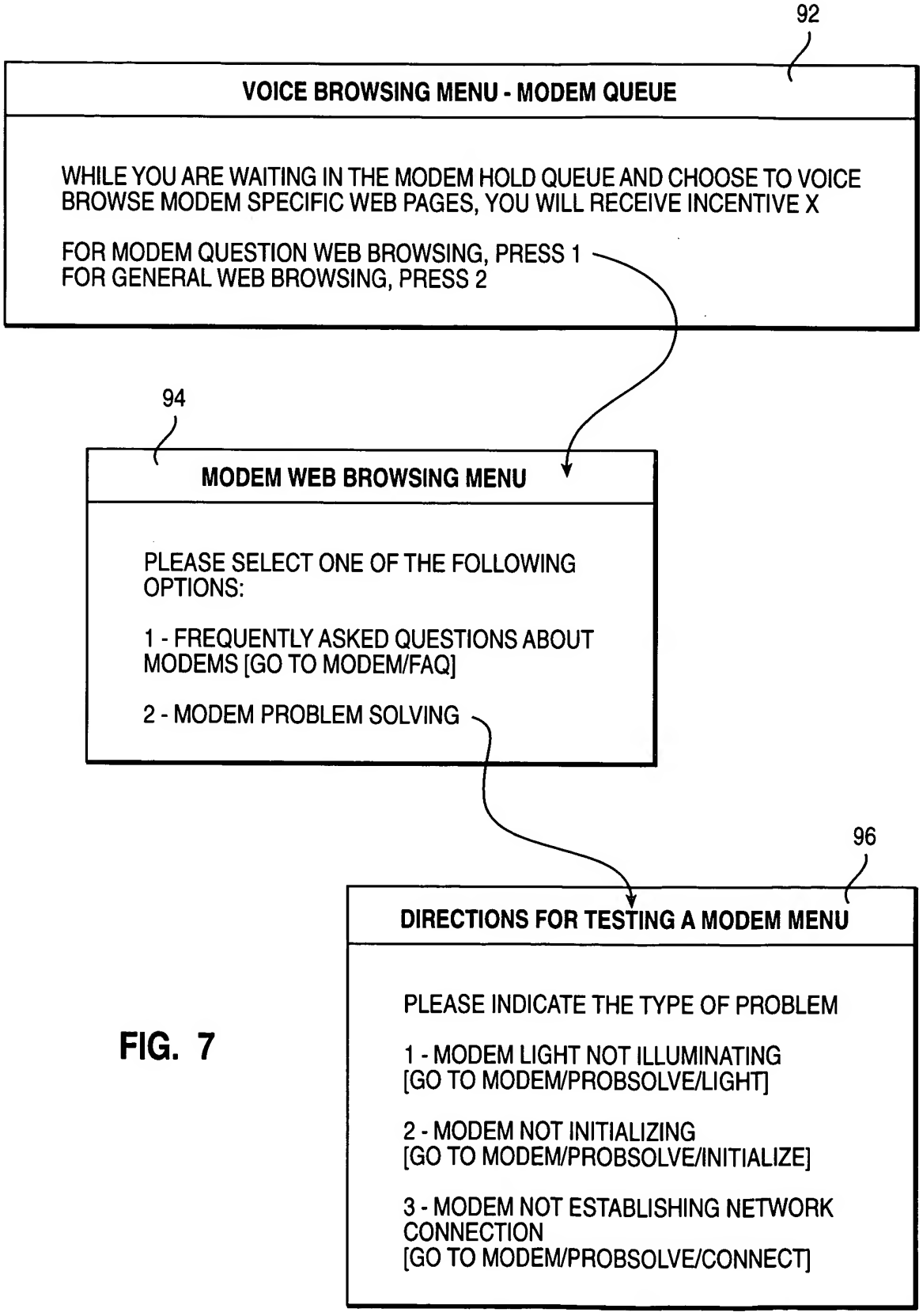

92
VOICE BROWSING MENU - MODEM QUEUE
WHILE YOU ARE WAITING IN THE MODEM HOLD QUEUE AND CHOOSE TO VOICE BROWSE MODEM SPECIFIC WEB PAGES, YOU WILL RECEIVE INCENTIVE X
FOR MODEM QUESTION WEB BROWSING, PRESS 1
FOR GENERAL WEB BROWSING, PRESS 2
94
MODEM WEB BROWSING MENU
PLEASE SELECT ONE OF THE FOLLOWING OPTIONS:
1 - FREQUENTLY ASKED QUESTIONS ABOUT MODEMS [GO TO MODEM/FAQ]
2 - MODEM PROBLEM SOLVING
96
DIRECTIONS FOR TESTING A MODEM MENU
PLEASE INDICATE THE TYPE OF PROBLEM
1 - MODEM LIGHT NOT ILLUMINATING [GO TO MODEM/PROBSOLVE/LIGHT]
2 - MODEM NOT INITIALIZING [GO TO MODEM/PROBSOLVE/INITIALIZE]
3 - MODEM NOT ESTABLISHING NETWORK CONNECTION [GO TO MODEM/PROBSOLVE/CONNECT]

FIG. 7

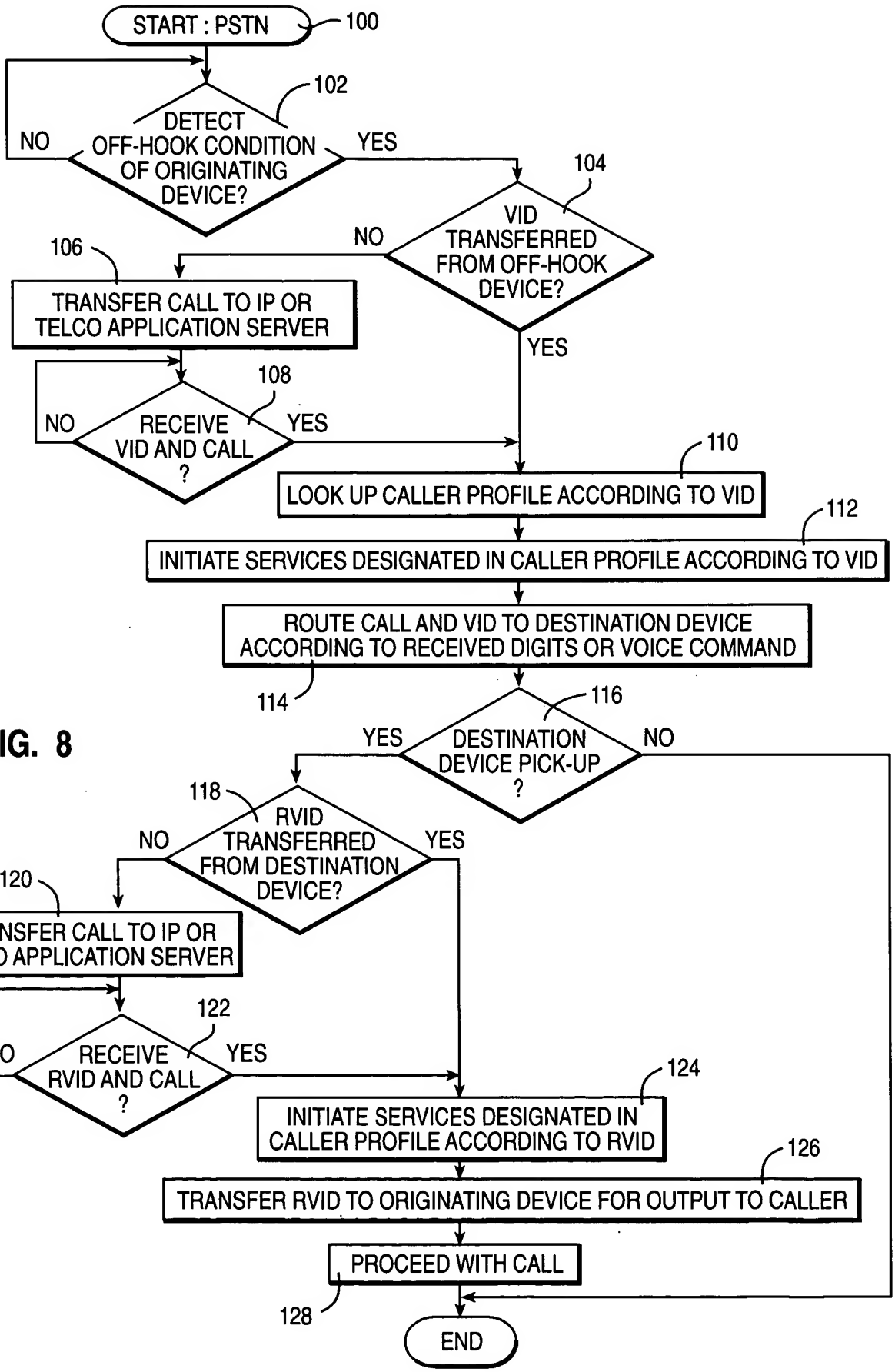

START : PSTN
100
DETECT OFF-HOOK CONDITION OF ORIGINATING DEVICE?
102
NO
YES
VID TRANSFERRED FROM OFF-HOOK DEVICE?
104
NO
YES
TRANSFER CALL TO IP OR TELCO APPLICATION SERVER
106
RECEIVE VID AND CALL ?
108
NO
YES
LOOK UP CALLER PROFILE ACCORDING TO VID
110
INITIATE SERVICES DESIGNATED IN CALLER PROFILE ACCORDING TO VID
112
ROUTE CALL AND VID TO DESTINATION DEVICE ACCORDING TO RECEIVED DIGITS OR VOICE COMMAND
114
DESTINATION DEVICE PICK-UP ?
116
YES
NO
RVID TRANSFERRED FROM DESTINATION DEVICE?
118
NO
YES
TRANSFER CALL TO IP OR TELCO APPLICATION SERVER
120
RECEIVE RVID AND CALL ?
122
NO
YES
INITIATE SERVICES DESIGNATED IN CALLER PROFILE ACCORDING TO RVID
124
TRANSFER RVID TO ORIGINATING DEVICE FOR OUTPUT TO CALLER
126
PROCEED WITH CALL
128
END

FIG. 8

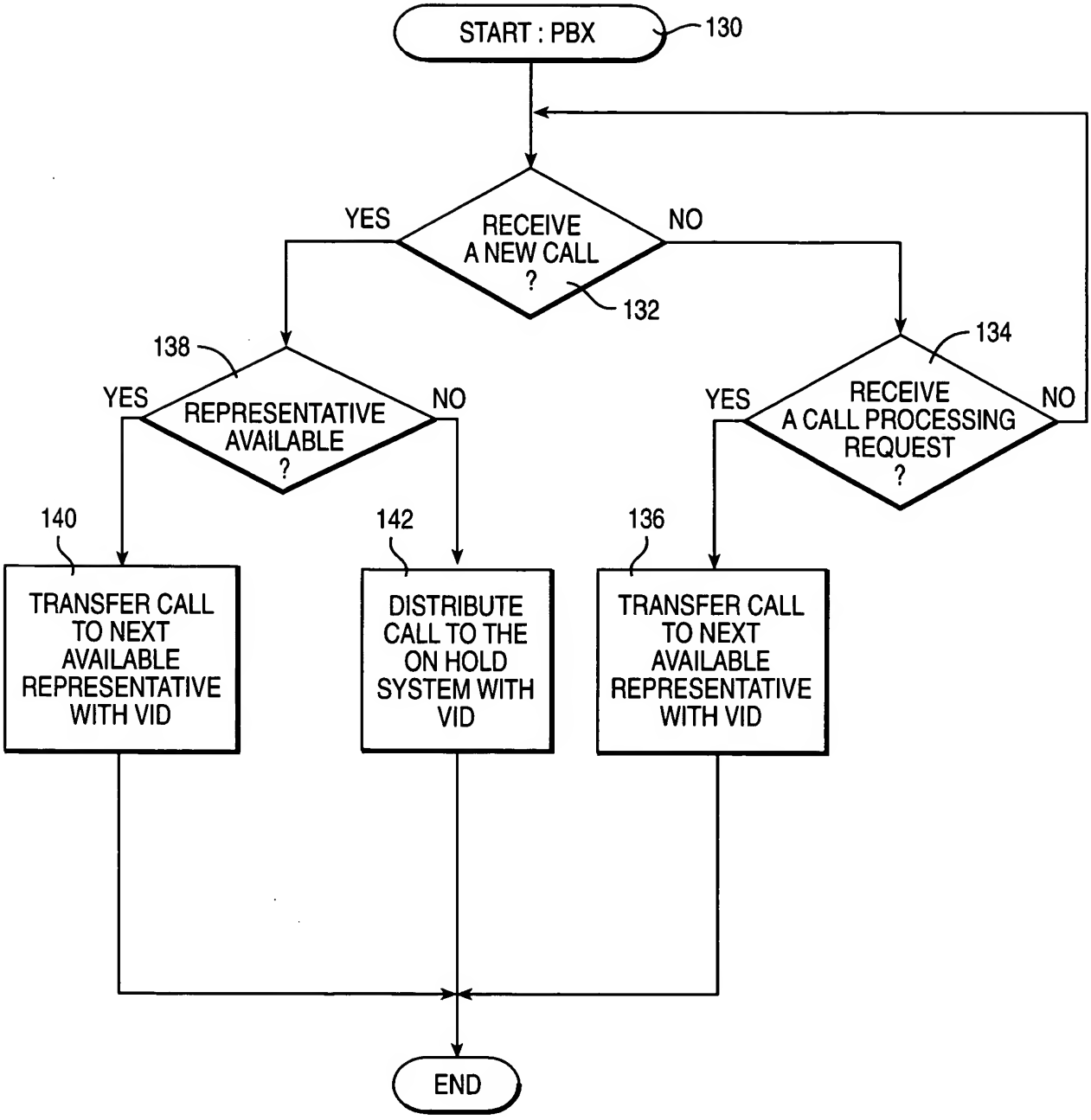
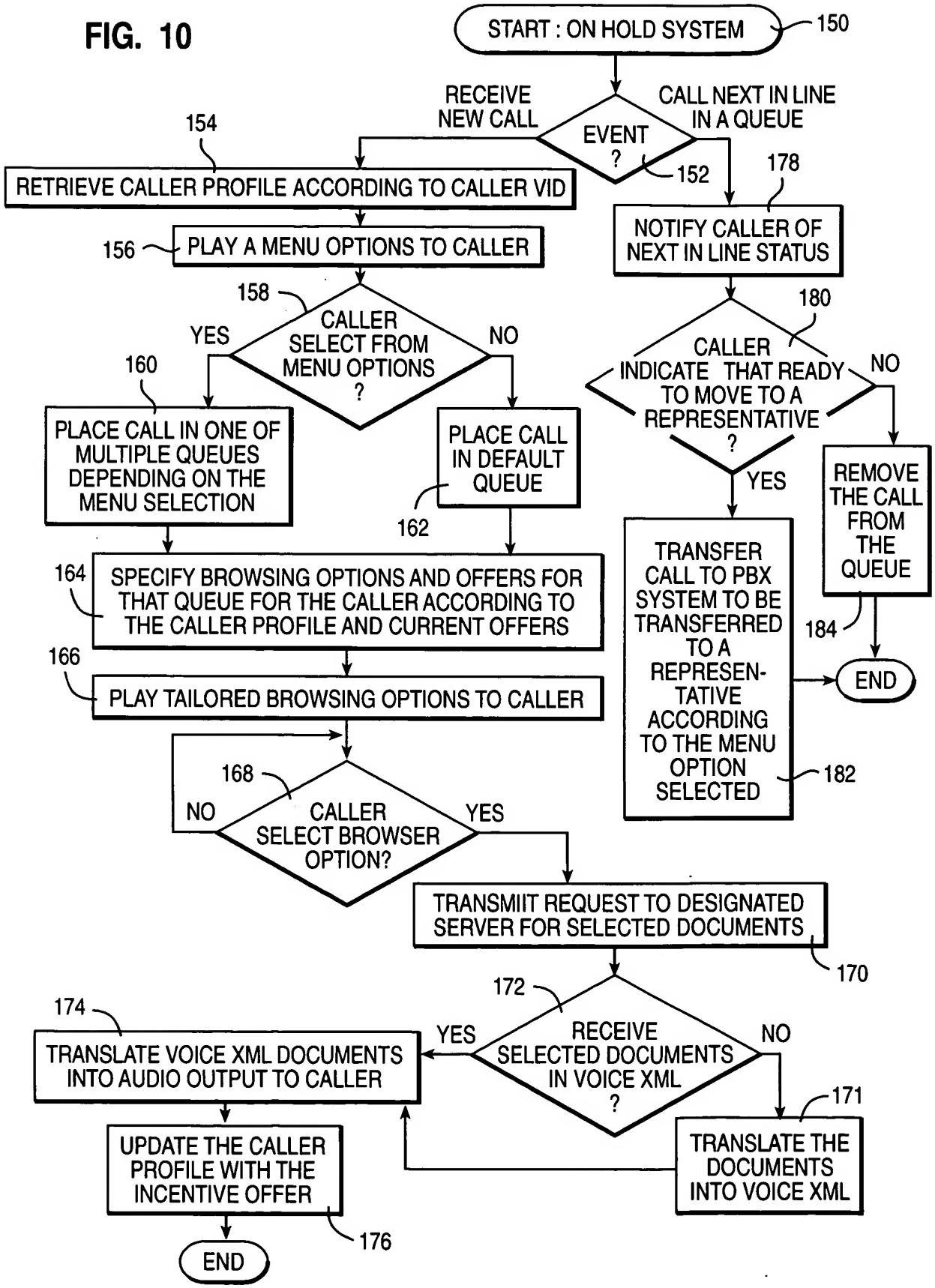

START : PBX
130
RECEIVE A NEW CALL ?
132
YES
NO
138
REPRESENTATIVE AVAILABLE ?
YES
NO
134
RECEIVE A CALL PROCESSING REQUEST ?
YES
NO
140
TRANSFER CALL TO NEXT AVAILABLE REPRESENTATIVE WITH VID
142
DISTRIBUTE CALL TO THE ON HOLD SYSTEM WITH VID
136
TRANSFER CALL TO NEXT AVAILABLE REPRESENTATIVE WITH VID
END

FIG. 9

FIG. 10


START : ON HOLD SYSTEM
150
EVENT ?
152
RECEIVE NEW CALL
CALL NEXT IN LINE IN A QUEUE
154
RETRIEVE CALLER PROFILE ACCORDING TO CALLER VID
156
PLAY A MENU OPTIONS TO CALLER
158
CALLER SELECT FROM MENU OPTIONS ?
YES
NO
160
PLACE CALL IN ONE OF MULTIPLE QUEUES DEPENDING ON THE MENU SELECTION
PLACE CALL IN DEFAULT QUEUE
162
164
SPECIFY BROWSING OPTIONS AND OFFERS FOR THAT QUEUE FOR THE CALLER ACCORDING TO THE CALLER PROFILE AND CURRENT OFFERS
166
PLAY TAILORED BROWSING OPTIONS TO CALLER
168
CALLER SELECT BROWSER OPTION?
NO
YES
TRANSMIIT REQUEST TO DESIGNATED SERVER FOR SELECTED DOCUMENTS
170
172
RECEIVE SELECTED DOCUMENTS IN VOICE XML ?
YES
NO
174
TRANSLATE VOICE XML DOCUMENTS INTO AUDIO OUTPUT TO CALLER
171
TRANSLATE THE DOCUMENTS INTO VOICE XML
UPDATE THE CALLER PROFILE WITH THE INCENTIVE OFFER
176
END
178
NOTIFY CALLER OF NEXT IN LINE STATUS
180
CALLER INDICATE THAT READY TO MOVE TO A REPRESENTATIVE ?
NO
YES
REMOVE THE CALL FROM THE QUEUE
184
TRANSFER CALL TO PBX SYSTEM TO BE TRANSFERRED TO A REPRESEN-TATIVE ACCORDING TO THE MENU OPTION SELECTED
182
END